

Checkup

SEPTEMBER
2013

They Have Each Other's Back

A survival story, page 9

A PASSION FOR BETTER MEDICINE

 **Lehigh Valley
Health Network**

Tough People Trump Tough Times



Terry Capuano, RN
Chief operating officer

Our team is rising up to meet the challenges of health care reform

For the past several years, health care reform has dominated our national consciousness. Hospitals across the country, including our health network, have worked hard to prepare for an uncertain future. We knew big changes – and big challenges – were coming. We just didn't know exactly when. Now we do. The storm is here and hitting us hard.

By now you've heard the news. Our inpatient admissions and outpatient encounters are below budget. At the same time, FTEs in our hospitals are over budget. The result is an operating margin of 2.1 percent, far below the 4-5 percent experts say hospitals need to stay healthy. Other hospitals and health networks nationwide are facing similar financial storms.

Our response has been swift. Through a July 24 email to colleagues and fireside chat video, president and chief executive officer Ron Swinfard, MD, outlined our organizational strategies for righting the ship. (Watch the video on LVHN.org/missioncentral if you haven't already done so.) Our immediate priorities are: preserving jobs, creatively managing job openings and being resourceful in how we spend money.

Change is taking place already at every level of our organization. Both clinical and nonclinical teams are rethinking their processes for care and services. Many good ideas are being generated and implemented. Starting next month, for example, CheckUp will be available only online. This decision will save on both printing and mailing costs. Other publications may follow.

What's not changing is our mission to heal, comfort and care. That means we will keep growing to serve our community better. We'll add new services like rehabilitation, health centers and walk-in care. We'll complete our downtown Allentown arena project and increase access to vital health and wellness services. We'll increase our services to patients and seek new partnerships that address community health priorities. All of the above – growth, service and partnerships – have a direct effect on strengthening our financial margin and improving our "bottom line."

What else should we be doing? You tell me. As I said in my June CheckUp letter, we're all leaders here at LVHN. There's never been a better – or more important – time to step up. Have an idea? Share it with your supervisor. Join a huddle and collaborate with colleagues. Can't find a huddle? Start one yourself. And be sure to attend a Colleague Forum this fall. See page 5 for forum dates and times.

Make no mistake – our health network is facing serious challenges that require tough decisions. Fortunately, our team is strong. We have the intelligence, creativity and motivation needed to steer our ship through this storm. I am honored to be "rowing" alongside you and thank you for your continued dedication and service to our patients.

**STARTING NEXT MONTH,
CHECKUP
WILL ONLY BE**

AVAILABLE ONLINE.

**THIS DECISION WILL SAVE
ON BOTH PRINTING AND
MAILING COSTS.**

Want to Go Back to School?

Our health network will help you advance your career

Hannah Paxton

took advantage of our tuition reimbursement benefit.

For two years, Hannah Paxton worked hard to earn a master's degree in public health from Johns Hopkins University.

She continued to work full time in our community health and health studies department while studying, accomplishing about 80 percent of her master's requirements online. Thanks to the support of colleagues and our tuition reimbursement benefit, she succeeded. Today she is our director of population health research.

"Everyone accommodated me," Paxton says. "Because the program applied to my day-to-day work, colleagues saw the benefit of helping me. It couldn't have gone any better."

Paxton's success story isn't unusual. All colleagues are eligible for tuition reimbursement in order to advance their careers. We also have affiliations with several colleges and universities, some of which make it even easier financially for colleagues.

"We're happy to support colleagues who want to advance their studies," says A.J. Lemheney, administrator, division of education (DOE). That's especially true for our largest group of colleagues – registered nurses (RN). We have numerous oppor-

tunities for colleagues who wish to pursue a bachelor of science in nursing (BSN) or master of science in nursing (MSN).

If you want to go back to school, here's how our health network can help you:

TUITION REIMBURSEMENT

Our tuition reimbursement program is open to full-time colleagues and part-time colleagues who work at least 16 hours per week. Colleagues are reimbursed 85 percent of tuition costs, with a \$4,000 limit for full-time colleagues and \$2,000 for part-time colleagues per calendar year. To qualify, the course must be college-credited leading to a degree that is related to your current job or another LVHN job where a transfer or promotion could reasonably be expected.

COLLEGE AFFILIATIONS

The DOE intranet site provides a list of colleges and universities with which we have an affiliation. Many of these schools offer discounts, waive application fees or offer tuition deferments beyond our tuition reimbursement benefit. Also listed are schools with RN-to-BSN programs. Because we have affiliations with schools

NEXT STEPS

Visit LVHN.org/missioncentral and click "CheckUp" for:

- ▶ Tuition reimbursement form
- ▶ List of affiliated colleges and universities

Attend a college fair:

- ▶ Nov. 18, 2013, LVH–Muhlenberg
- ▶ April 7, 2014, LVH–Cedar Crest

beyond this list, check with your school of interest to see if discounts are available.

SCHOLARSHIPS

As many as 50 RNs can receive scholarships up to \$2,000 per year toward a BSN degree. The same opportunity is available to colleagues with a BSN degree who wish to earn an MSN degree. Web searches for college grants and scholarships also can lead to unexpected discounts.

– Ted Williams

50+ Wellness Expo Sept. 21

The annual 50+ Wellness Expo, which focuses on promoting health and preventing falls, will be held Sept. 21, 9 a.m. to 1 p.m. in Lehigh Valley Hospital–Cedar Crest’s Kasych Family Pavilion. The event will include a variety of health screenings – such as blood pressure, balance and vision – free flu shots, assorted raffles, giveaways and healthy snacks. Panel discussions also will be offered on fall risks relating to independent living and chronic illness. To register, call 610-402-CARE.

Children’s ER Open 24/7

Our Children’s ER, the only one within 60 miles of the Lehigh Valley region, is now open 24/7 to meet our community’s growing demand for specialized emergency care for children. Located at Lehigh Valley Hospital–Cedar Crest, our Children’s ER has 12 beds and treats about 20,000 children a year. It is staffed by board-certified pediatric emergency physicians, certified pediatric emergency nurses and child-life specialists who help put our young patients at ease.



Paper Towel Pilot

When paper towels are thrown away in Mack Boulevard’s first-floor bathrooms or café kitchen, they don’t end up in a landfill.

Instead, they are added to the food waste we send for composting and eventually fertilize the soil at Four Springs Farm. “It’s another example of how we’re constantly looking to lessen our impact on the environment,” says sustainability specialist Katie Velekei. We’re piloting the practice at Mack Boulevard to determine if it can be done in other areas of our health network. You can help by discarding only paper towels in the composting receptacles. Disposal of any non-paper products will contaminate the load, requiring the materials be sent to a landfill instead.



Walk-in Care in Bethlehem

Walk-in care is now provided at Muhlenberg Primary Care, 2649 Schoenersville Road, suite 101, Bethlehem. Lehigh Valley Physician Group caregivers treat common illnesses and minor injuries at the facility, which is adjacent to the Muhlenberg Primary Care office at suite 100. Walk-in care is provided 8 a.m. to 8 p.m., Monday through Friday, and 10 a.m. to 3 p.m., Saturday, Sunday and holidays.

Check Your Heart Health



Half of heart attack victims don't know they're at risk.

Take our 7-minute test.
It could save your life.

LVHN.org/heartscore

Heart disease is the leading cause of death in the United States, and about half of heart attack victims don't know they're at risk. Don't let it take you or your loved ones by surprise. Spend seven minutes taking a free cardiovascular risk assessment that will gauge your health and help you take action to prevent and control factors that endanger your heart. To complete the assessment, visit LVHN.org/heartscore. You'll need to know your blood pressure and cholesterol levels, basic family history, and your height and weight. When you are finished, if you are determined to be "at risk," call 610-402-CARE to schedule an appointment with a primary care provider or cardiologist.

Attend a

colleague forum

- ▶ Thursday, Oct. 3: 3 p.m.
- ▶ Thursday, Oct. 10: 7 a.m.
- ▶ Friday, Oct. 11: 2 a.m. and 3:30 a.m.
(hospital locations only)
- ▶ Monday, Oct. 14: 7:30 a.m. and noon
- ▶ Monday, Oct. 21: 5 p.m.
- ▶ Monday, Oct. 28: 8 a.m.
- ▶ Monday, Nov. 4: 5 p.m.
- ▶ Friday, Nov. 8: 2 p.m.
- ▶ Monday, Nov. 11: 7 a.m. and 3 p.m.
- ▶ Tuesday, Nov. 12: 4 p.m.
- ▶ Friday, Nov. 15: 3:30 p.m.
- ▶ Saturday, Nov. 16: 8 a.m.
(hospital locations only)
- ▶ Wednesday, Nov. 20: 1:30 p.m.
- ▶ Friday, Nov. 22: 2 a.m. and 3:30 a.m.
(hospital locations only)
- ▶ Monday, Dec. 9: 7 a.m. and 2 p.m.
- ▶ Friday, Dec. 13: 7 a.m.

Just pick the most convenient time and go to any of these sites (unless noted above):

- ▶ LVH-Cedar Crest auditorium
- ▶ LVH-Muhlenberg ECC
- ▶ LVH-17th Street auditorium
- ▶ LVHN-Mack Boulevard auditorium

Advice From Survey Superstars

Keep these departments' practices in mind as you create your improvement plan

The quote wall at Lehigh Valley Hospital–Muhlenberg contains a statement from Frederick Douglass, an American social reformer. He said, “If there is no struggle, there is no progress.” In the 19th century, Douglass shunned negativity and focused on the positives. In the 21st century, we call his way of thinking “reframing.”

The results of our 2013 Employee Survey provide us an opportunity to reframe and progress. Our overall results tell us colleagues are passionate about our health network, but can be more energized and happy at work. Here’s our reframe: We can use the results to improve and learn from departments that scored high on the survey.

Throughout our health network, department leaders are engaging colleagues to create an improvement plan that will address areas of opportunity and create better places to work.

As you work with your team to create a plan, consider the five things that make these “survey superstar departments” great places to work.

— Rick Martuscelli



5 THINGS That Make *Radiation Oncology* a Great Place to Work

- 1 Colleagues have a voice.** “We have an open-door policy,” says department manager Lisa Flok. Colleagues are encouraged to share ideas to improve patient care and create a better work environment.
- 2 Mentoring matters.** Colleagues enjoy showing new colleagues how work gets done. It helps them understand processes and feel welcomed.
- 3 A common goal is shared.** “We have different roles, but we all focus on providing excellent patient care,” Flok says.

- 4 A positive atmosphere is created.** Colleagues foster relationships and genuinely like being together. When colleagues see others gossiping about a department challenge, they intervene and help them solve it.
- 5 Issues are brought to leaders.** After our last survey, they created an Employee Advisory Group. Members inform department leaders about challenges, and together they brainstorm solutions. A rotating schedule allows each of the department’s 47 colleagues to be a periodic member.

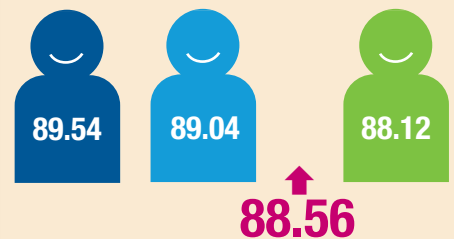
Shared Success Plan

Fiscal Year 2013
Fourth Quarter Results

A Shared Success Plan (SSP) bonus will not be offered this year. The bonus is contingent upon us meeting goals related to patient satisfaction, cost per case, and health and wellness. While we did achieve our health and wellness goal, we did not meet our target goals in the remaining categories. "During these turbulent times, we must continue our drive to achieve our goals in fiscal year 2014," says president and CEO Ron Swinford, MD. "If we continue to work together, we will emerge a stronger health network."

THRESHOLD (Good)	MAXIMUM (Best)
TARGET (Better)	ACTUAL

PATIENT SATISFACTION



We did not meet our target (better) goal.

COST PER CASE (lower is better)



We did not meet our threshold (good) goal.

HEALTH/WELLNESS

(percentage of Choice Plus enrollees who received a preventive health screening)



We exceeded our maximum (best) goal.



Amanda Costello, RN Donna Burkos, RN

5 THINGS That Make Adolescent Psychiatry a Great Place to Work

1 Colleagues work well together. "We have a cohesive team," says patient care coordinator Denise Bodish, RN. "Each person knows his or her role and what's expected, and follows through without having to be asked."

2 Everyone is on the same page. Team members meet each morning to discuss their patients' treatment and discharge goals.

3 The staff is engaged. "Colleagues are dedicated to this patient population and to each other," Bodish says. "With a focus on patient-centered care, they work hard to deliver the best possible care."

4 Physicians lead by example. Because doctors strive for the best possible outcomes for their patients, they inspire department colleagues to do the same.

5 Patients' families are involved. When families are active members of their loved one's care team, they're more satisfied with their experience and generally happier. And who doesn't like being with happy people?

Eat Better Stay Healthier



Our Sodexo partners have resources to help you



Making better food choices goes a long way in terms of overall fitness and improved health. Our Sodexo partners – the people who manage our health network’s cafeterias – want to help you. “We provide tools and information that can make a real difference for people who are concerned about healthy eating,” says Kim Procaccino, nutrition director for Sodexo Clinical Nutrition Services. “We’re trying to make it fun and interesting as well.”

Here are some things you can do with the resources provided by Sodexo:

- ▶ Body mass index (BMI) calculator
- ▶ Menu planning tools
- ▶ Recipes
- ▶ Sample menus for healthy eating
- ▶ Nutrition news headlines

The second website, “Mindful,” also has nutrition information and a new recipe section, a favorite of those who visit the site. Mindful also includes:

- ▶ Information about healthy foods available in our cafeterias
- ▶ An “Ask Our Dietitians” section

USE YOUR CELL TO EAT WELL

My Fitness Pal is a web application that allows you to use your cellphone to keep track of what you eat. When you select an item in our cafeterias, look for the bar code on it and take a picture of the code with your phone. Information is then imported into your My Fitness Pal app, which measures calories, sodium and fat content, and other factors. You can keep a running total of what you eat during the day and measure the numbers against the amount of physical activity you do. “The app is used in our Weight Management Centers and is very popular around the country,” Procaccino says.

GET INFO ONLINE

Sodexo has two interactive websites. Visit “Balance Mind, Body and Soul” for:

- ▶ Nutrition information
- ▶ Sports nutrition information
- ▶ School menu information
- ▶ Wellness resources

LOOK FOR A SIGN

In our cafeterias, new signs are pointing out items that were produced at farms near the Lehigh Valley. Sodexo is obtaining more healthy foods from farms in Pennsylvania, New Jersey and New York, and getting the word out about those farms. “Say you’re trying the green bean salad from the salad bar,” Procaccino says. “Now you’ll know those particular green beans were produced at a farm in New Jersey. It adds a local flavor to a healthy food choice.”

– Ted Williams



NEXT STEPS

Visit LVHN.org/missioncentral and click “CheckUp” for:

- ▶ Links to **Sodexo’s websites**
- ▶ Directions to get the **My Fitness Pal app**

Survivors

Colleagues overcome breast cancer together

Joan Edwards and Kim Dreisbach are friends first, colleagues second, and now breast cancer survivors.

Over the past dozen years, Edwards and Dreisbach have worked in several Lehigh Valley Health Network (LVHN) locations, including Lehigh Valley Hospital–Muhlenberg, our School of Nursing building, and now LVHN–Mack Boulevard in scheduling (Edwards in central scheduling and Dreisbach in operating room scheduling). They're bonded by laughter, a few tears and a deep respect for each other as women of faith.

So when Dreisbach learned she had breast cancer, Edwards was the first person outside of her family she told. "I knew she would pray for me as I went through this," Dreisbach says. She faced surgery and radiation therapy, along with ongoing

hormone treatments to deal with her cancer. "I didn't even have a lump," she says.

Incredibly, six months after Dreisbach's diagnosis, Edwards came to her with news that she too had breast cancer. "I have no family history of this," Edwards says. "Thankfully, it was caught by mammogram."

Each day at work, the pair propped each other up when surgery, chemotherapy and radiation got them down. "We'd joke about things only someone going through this would understand," Edwards says. "Like after I lost my hair, I'd ask Kim if I drew my eyebrows on right because I didn't want them to look uneven."

Their ease also helped them discuss difficult topics. "We would talk about how our kids were reacting to us being sick and how our husbands were handling it," Dreisbach says.

"You have to talk about it with someone. It is a lonely disease," Edwards says. "I'm so glad I had her a few cubicles away."

Now in the remission and post-treatment phase, they are impassioned to tell others about the importance of screening mammograms. Edwards takes that message to women at the Sixth Street Shelter, while Dreisbach talks to women in her church.

"I feel empowered now," Edwards says. "I want all women to know how important regular mammograms are for their health," Dreisbach says. "A mammogram can save your life."

– Jenn Fisher

Joan Edwards
and Kim Dreisbach
encourage women to get
mammograms.





Obstetrician-gynecologist
Karen Sciascia, DO,
made a special delivery that
charmed the nation.



Moose on the Loose

Karen Sciascia, DO, becomes an internet sensation after rescuing baby moose

Karen Sciascia, DO, knows a thing or two about newborns. She's delivered more than 3,500 babies during her 24-year career as an obstetrician-gynecologist. But it was her quick thinking with a most unusual baby – a moose calf – that vaulted her into the national spotlight.

Sciascia loves the outdoors and visits Montana several times annually to ski, hike and fish. On June 1, she and a guide were fly-fishing off a drift boat on the Big Hole River when they spotted a moose in the distance pacing erratically at the river's edge. "The current was pretty swift," Sciascia says. "We got closer and realized it was anxious about crossing." They also noticed it wasn't alone. A tiny calf was standing nearby, watching mom's every move.

Suddenly the mother plunged into the water. She stumbled briefly but somehow made it across. The calf hesitated and then followed. It was instantly swept downriver into some rapids. "We lost sight of it for a few moments," Sciascia says. "Then we saw a little nose pop up."

The guide positioned the boat alongside the calf and Sciascia's instincts took over. "I didn't think twice," she says. "I just grabbed the little bugger." It was a male, around 25 pounds, and Sciascia estimates he was less than 24 hours old. Ever the doctor, she felt for his heart. "It was beating real fast," she says, "but he was too exhausted to struggle."

Rowing furiously against the current, the guide backtracked to the spot where the mother crossed. After he snapped a quick photo (see inset), Sciascia carried the calf ashore and gently placed him down.

Not wanting to spook the mother, they immediately left. "We saw mom emerge from the woods and head for the calf," Sciascia says. "She heard her baby's cries."

How did Sciascia feel at that moment? Her laid-back nature shows in her brief and modest reply. "It was pretty cool," she says. Little did she know her adventure was just beginning.

A few days after the rescue, she received a call from the guide's employer, the Four Rivers Fishing Company. "We hope you don't mind," the voice said. "We posted your moose photo on our Facebook page. People are going crazy over it." A reporter from a regional paper, the Missoulian, saw the post and called for an interview. His article was picked up by the Associated Press and, subsequently, hundreds of online media outlets. Sciascia's story had officially gone viral.

On June 7 it had the highest number of page views on Yahoo. "The Kardashians were only number five," she says with a giggle. Her photo on the Four Rivers Facebook page alone had more than 500,000 views and 15,000 likes. Even more impressive were the comments people posted. "The outpouring of support was incredible," Sciascia says. "People enjoyed hearing a feel-good news story for a change."

The outpouring continued in the following weeks. A dozen roses arrived at Sciascia's home from a man in San Diego, and a woman from Spokane sent a handmade moose Christmas ornament. Her patients kept asking to hear the story, and one even gave her a laminated news article. Justifiably proud, her staff also enjoyed



✓ **Seen by 500,000**
👍 **15,000 people like this**

needling Sciascia about all the fuss. "They were laughing at me," she says. "It could only happen to you," they said."

Reflecting on the rescue, Sciascia believes she was on that river, on that particular day, for a reason. "I believe in karma," she says. "I was in the right place at the right time." Somewhere in the wilderness of southwestern Montana, there's a lucky little moose who couldn't agree more.

– Gerard Migliore

Welcome New Physicians

Several new heart and neuroscience specialists have joined Lehigh Valley Health Network. Cardiologists Benjamin Sanchez Jr., MD, and Babak Bozorgnia, MD, are members of Lehigh Valley Heart Specialists, and Ravi Desai, MD, is a member of Lehigh Valley Cardiology Associates of LVPG. New physicians on our neuroscience team will help us care for the growing number of people who come to us for care. New to Lehigh Neurology are vascular neurologist Adam Edwards, MD, movement disorders specialist Gabriel Hou, MD, multiple sclerosis specialist Dmitry Khaitov, MD, and Katie Sumner, CRNP. Joining Neurosurgical Associates of LVPG are physiatrist Jeffrey Radecki, MD, and neurosurgeon Robert Morrow, MD. Additional physicians will join our neuroscience team this fall, including the area's only neuro-oncologist. **Visit LVHN.org/find_a_doctor for information about the education and experience of these and other physicians.**

Advocates for Children

Children's Hospital at Lehigh Valley Hospital colleagues participated in an event at the state Capitol building in Harrisburg with representatives from other children's hospitals in Pennsylvania. The event was created as a vehicle to advocate for the state's children, where each organization offered information about their children's hospital as well as promotional giveaways for attendees. Elaine Donoghue, MD, interim chair of our pediatrics department, and Mary Tirrell, vice president of government affairs, met with members of administration, including the Secretaries of Health and Welfare, and representatives from Gov. Tom Corbett's office to discuss ways to better coordinate care for children with complex health conditions.

Magnet Nurse of the Year



Kim Bartman, RN (left, pictured with Anne Panik, RN, senior vice president of patient care services), who has spent 23 years on the 4K medical-surgical unit caring for patients who have diabetes and are facing amputations, was named the Philadelphia Area Magnet™ Consortium Nurse of the Year. The award is in memory of Joan Brentschneider, PhD, RN, a Philadelphia-area nurse. Bartman was chosen from a pool of 10 nominees, one from each of the Philadelphia-area Magnet Hospitals. Bartman is co-chair of our Interdisciplinary Diabetes Mellitus Quality Improvement Team and has been instrumental in the continuous revision of practice guidelines as dictated by the latest evidence. She also revitalized our amputee support group and created an annual charitable golf outing to help amputees.

To read more of her story, visit
LVHN.org/missioncentral and click **“CheckUp.”**

Traveling Teacher



Breast Health Services radiology technologist Jackie Kobeski recently spent a week in northern India on a medical mission to teach radiology technologists best practices for mammography. “Prior to a recent initiative in this region, only diagnostic mammograms for women with suspected breast cancer were performed,” Kobeski says. “Now that screening mammography is being introduced, education on how to perform them properly is vital.” While there, she screened 60 women via a mobile van equipped with a mammography unit and mentored technologists each day. “I feel blessed to have been given this opportunity to give back. It’s humbling to teach the technologists there because they are so motivated to learn and so appreciative for your help,” says Kobeski, who will return to India in September to continue her volunteer outreach.

Meet Our Doctors

They’ve been inspired by a sick relative, a personal injury, a mentor. Now they’re in our community and here to care for you, your friends and neighbors. Our health network includes nearly 1,200 physicians, nurse practitioners and physician assistants. Each one has a story – and you can watch those stories on our website. At LVHN.org/find_a_doctor you will find videos featuring more than 50 of our providers. Each one tells a personal story. Use the videos to learn more about your physician colleagues, and encourage people you know to watch them when choosing a doctor.



VIDEOS ABOUT MORE THAN

50

PROVIDERS AT [LVHN.ORG/FIND_A_DOCTOR](http://LVHN.org/FIND_A_DOCTOR)



Service Star of the Month



Neonatal Intensive Care Unit

Born at just 23 weeks, a set of twins faced an uphill battle. During their

130-day stay in our neonatal intensive care unit (NICU), their proud parents formed a special bond with the staff. Excerpts from a three-page letter the family wrote to president and chief executive officer Ron Swinfard, MD, explain why the NICU team deserves to be Service Star of the Month.

ABOUT THE TEAM

“You do not have a medical staff in your NICU. You have a large group of miracle workers, angels and gift givers. Every person was an absolute joy to meet and get to know. We could tell from the moment our babies arrived the staff was as worried for them as we were. Even though the situation did not look very promising in the beginning, that did not deter anyone from lending a hand, ear, heart or tissue.”

ABOUT THE NURSES

“The only word that comes to mind to describe the nurses on the NICU is ‘angels.’ From day one, the compassion they showed us was unbelievable. They are the most caring and kind people walking this planet. I believe with my

whole heart they treated our babies as if they were their own flesh and blood. We laughed with them, cried with them, worked with them and learned from them.”

ABOUT THE PHYSICIANS

“They spent day after day solving problems and coming up with solutions to help save our babies’ lives, which they did more than once. We were comforted when the physicians weren’t just doctors treating patients, but people with kindness and compassion who loved our babies, even though at times we thought the worst was going to happen. They cried, cheered and laughed with us through all the ups and downs. They were caring, hard-working, diligent, endlessly educated and so very compassionate. Our main doctor was Nachammai Chinnakuruppan, MD. She was never about ego, never acted above us and was always there no matter what. There are many doctors that are great in their field of medicine, but not all doctors truly love and care for their patients the way she does.”

— Matthew Burns

THINGS TO REMEMBER WHEN NOMINATING A SERVICE STAR:

- ▶ **Choose a colleague or a team** of colleagues.
- ▶ **Tell a story.** Specifically explain how the colleague or team did something extra special.
- ▶ **All colleagues and teams** can be nominated. You don’t have to provide direct patient care to be a Service Star.

NEXT STEPS

Visit LVHN.org/missioncentral and click “CheckUp” to nominate a Service Star and read the stories of these nominees:

- ▶ **Susan Morawski**, *progressive coronary care unit, Lehigh Valley Hospital–Cedar Crest*
- ▶ **Nanette Schwann, MD**, *anesthesia*
- ▶ **Joanna Fluks**, *patient transport, Lehigh Valley Hospital–Cedar Crest*
- ▶ **Allison Steigerwalt, RN**, *float pool, Lehigh Valley Hospital–Muhlenberg*
- ▶ **Paul Bridenburg**, *public safety and security*
- ▶ **Debra Winterburn**, *intensive care unit, Lehigh Valley Hospital–Muhlenberg*
- ▶ **Ambulatory surgical unit team and pre-admission testing**, *Lehigh Valley Hospital–17th Street*
- ▶ **Tracie Heckman, RN, 6B**, *Lehigh Valley Hospital–Cedar Crest*
- ▶ **Pediatric hematology/oncology team**

Read the twins’ amazing story in the September-October issue of **Healthy You** magazine.

40 Years

Maryann Krobath
Nurse Staff Office
Marilyn Rohrbach
Emergency Services

35 Years

Adele Cadden
ASU Staging
Cynthia Cianela
Breast Health Services
Kim Hitchings
Center for Prof.
Excellence
Denise Janis
ASU Staging
Marybeth Schmidt
MICU/SICU

30 Years

Sandra Derbyshire
MICU/SICU
Joanne Givler
Pulmonary
Dana Healy
Cardiac ICU
Ruth Kotz
CAT Scanning
Janice Mayer
Case Management
Carol McFadden
Home Care
Marjorie Nader
Patient Accounting
Joyce Najarian
Helwig Diabetes
Center
Richard Nocek
Engineering
Lynn Regan
ASU
Jacqueline Straley
Diagnostic Care
Center

25 Years

Russell Buskirk
Engineering
Tammy Christman
Endoscopy-G.I. Lab
Sharon Chromiak
ICO Staging/Recovery
Michele DeLuise
Patient Accounting
Marie Gonzalez
ICO Staging/Recovery
Mary Higgins
TOHU

Joan Jerant
7A
Marie Locher
Nursing Administration
Marytheresa Loose
Physical Medicine
Karen Murnane
LV Anesthesia
Services
Joseph Ottinger
Pharmacy
Cheryl Reis
Electrophysiology Lab
Linda Sipe
Dept. of Surgery
Sandra Tremblay
Physical Medicine
Kelly Tripp
Special Procedure
Unit

20 Years

Barbara Bohan
Fairgrounds Surgical
Center
Matthew Fox
HealthWorks
Jesus Magalona
Operating Room
Matthew McCarty
Information Services
Marian Opresko
HealthWorks
Ralph Primelo
Psychiatry
Todie Schell
Radiation Therapy

15 Years

Rosalie Ackerman
Business
Development
Tracy Arthur
3A
Margaret Brown
4T
Julie Dostal
Family Health Center
Elizabeth Harbits
Claims Adjudication
Millicent
Himmelreich
Revenue Cycle
Catrina Kemmerer
MICU/SICU
Michele Kozy
Coding Integrity
Amanda Martin
Patient Safety

Constantina
Pippis-Nester
Emergency Medicine
Lisa Spohn
Urology

10 Years

Natalie Balliet
Dental Clinic
Debra Barna
Pharmacy
Russell Blair
Pastoral Care
Judith Canaday
Bethlehem
Gynecological Assoc.
Melissa Carver
Operating Room
Heidi Dauter
Transplant Center
Michael Eck
Clinical Services
Lori Erschen
Riverside Family
Practice
Heidi Fillman
Emergency Services
Valerie Fisher
Care Services
Amy Fritz
Muhlenberg Primary
Care
Delia Guzman
De Romero
Regional Heart
Center-Medical
Lisa Heller
Emergency
Department
Lori Hilbert
AICU

Vivian Kane
Emergency Medicine
Gina Kingston
Group Health Claims
Dawn Kuklinski
Radiology
Gillian Kurtz
NICU
Hugh Marsh
NORI
Maryann Morey
Nurse Staffing Office
Allison Mriss
Radiation Oncology
Edward Norris
Psychiatry
Jesus Ocasio
4CP
Michael Rock
Partial Hospitalization
Dorothy Scherer
TTU

Nancy Seidenberger
Base Service Unit
Amy Serfass
Hospice
William Smith
Engineering
Sandra Sopko
Information Services
Richard Tapper
Information Services
Karen Thivierge
LV Anesthesia
Services
Janet Williams
Operating Room
Amy Yankanich
Case Management
Tina Zimmer
Cardiac Cath Lab

5 Years

Mary Ackerman
Messenger Services
Sozinho Alves
Pastoral Care
Melissa Anang
5K
Darlene Bjelobrk
Pharmacy
Sandi Brown
Medical Records
Michelle Buddle
Nursing Float Pool
Tara Condon
6B
Thomas Cormier
Pastoral Care
Lauren Croneberger
College Heights
OB/GYN
Jennifer Dargan
Emergency
Department
Patrice Defazio
LVHN Fitness
Juan Dominguez
Emergency Services
Wendy Domyan
Cancer Center
Carla Dorward
ABC Family
Pediatricians
Robert Fatz
Healthy You Programs
Adam Garger
MedEvac
Sandi Giove
TSU
Jean Gresh
Bed Management
Amanda Hadeed
Radiology
Debra Hamburg
HealthWorks

Kara Herman
Regional Burn Center
Patricia Hoch
Geriatrics
Kamini Kalola
Children's Clinic
Courtney
Kazmierczak
Children's Clinic
Amy Keesler
7B
Jessica Kemmerer
Central Scheduling
Linda Kettenburg
LVHN Fitness
Melissa Kuruts
Pleasant Valley Family
Practice
Aldren Lane
Physical Therapy
Edward LeGar
MICU/SICU
Erin Leva
Nursing Float Pool
Alexandra Malenka
Emergency Services
Patricia Maran
Center for Women's
Medicine
Colleen McBreen
Operating Room
Elaine
McCambridge
Radiology
Katherine Mesa
College Heights
OB/GYN
Lindsay Meyers
Bethlehem
Gynecological Assoc.
Jill Montgomery
Emergency Services
Rodrigo Perez Vega
Pastoral Care
Shawn Reynolds
Emergency Medicine
Laura Rhodes
TOHU
Tricia Ritter
College Heights
OB/GYN
Isabel Rodriguez
Pharmacy
Beth Schoch
Gynecologic Oncology
Miriam Silver
Dental Clinic
Elizabeth Snyder
Speech & Hearing
Tara Spence
Cardiology
Stanley Sylvain
Credentialing Services
Lauren Sysko
TSU


Sandra Thomas
Terefenko
College Heights
OB/GYN
Lorna Torres-
Rodriguez
Children's ER
Nicole Trafnik-Hunt
Medical Oncology
Melissa Visco
Rehab Services
Jean Weiss
Pediatric Unit
Sheila Wenner
OHU
Janice Wieand-
Heckman
Pediatric Unit
Jacaline Wolf
OACIS
Harvey Yerger
Rehab Services





**CheckUp will be available only
online starting next month.**

Culture of Wellness

Schedule

 **Pregnancy 101**
Sept. 5

 **Car Seat Check**
Sept. 5 and 18

 **Sibling Tour**
Sept. 8

 **Maternity Tour**
Sept. 8 and 16

CPR Family and Friends
Sept. 9

Monday Morning Moms
Sept. 9, 16, 23 and 30

**Postpartum Support:
Understanding Emotions After Delivery**
Sept. 9 and 19

Baby Care Series
Sept. 10 and 17

New Parents Workshop
Sept. 12

Breast-feeding Your Baby
Sept. 12 and 23

Preparing for Childbirth (Saturday/Sunday class)
Sept. 14 and 15

Hassle-Free Homework Parenting Workshop
Sept. 19

Preparing for Childbirth (one-day class)
Sept. 21

Preparing for Childbirth (six-week series)
Sept. 24

Preparing for Childbirth (Friday/Saturday class)
Sept. 27 and 28

LVHN Fitness Group Classes

Being an LVHN Fitness member allows you to partake in a variety of classes. Call **610-402-CARE** for more information. For a list of class locations and descriptions, visit **LVHN.org/missioncentral** and click **"CheckUp."**

WELLNESS ROLE MODEL

Maternal Fetal Medicine Colleagues



Colleagues from maternal fetal medicine (MFM) took teamwork and fitness to a new and muddy level by slogging through the Dirty Girl® Mud Run, a 5K hybrid that raises money for breast cancer research. A few months before the May event, (r-l) MFM dean of wellness Kay Schwalm, RN, Sara Robinson, Marisa Kutchmarick and other MFM colleagues got into condition. "People were doing Zumba®, Couch to 5K®, just about anything to get ready," Schwalm says. "On the day of the event, we cheered each other on and helped everyone finish the course." Since then, colleagues continue to stay fit and hope to double the number of participants on their team next year.

— Jenn Fisher

Visit **LVHN.org/missioncentral** and click **"CheckUp"** for complete list of Culture of Wellness classes and programs.

Call **610-402-CARE** for details or to register.